Appendix 4: Administrative Services to Support Public Health Standards

Service	Measure	Examples of Documentation
Effective financial and management services are in place in all public health agencies.		
Accounting Systems	The accounting system identifies expenditures by funding source and use. The accounting reporting system provides timely financial management information.	
Budget Systems	The budget is tied to agency priorities, and monitored regularly.	
Financial Management	Internal controls are written and followed for: • Financial management • Compliance with standard accounting principles • Grants, contracts, and procurement Recommendations and findings from audits are promptly addressed. Guidelines and policies exist regarding revenue generation.	
Facilities	Facilities are not a barrier to effective and efficient provision of public health services.	
Asset Management (Facilities, Fleet, Fixed)	Procedures are established for recording fixed assets, and the agency maintains a current fixed asset inventory. Control measures are established for small and attractive items with value less than minimum for fixed assets.	Set minimum value for fixed assets at appropriate level. Establish estimated life, salvage value, and depreciation schedule for fixed assets. Develop maintenance schedule necessary to insure usable condition over estimated life. Develop long-term plan to assure adequate allocation of resources for replacement of fixed assets.

Service	Measure	Examples of Documentation
Leadership and Governance sets the agency policies and direction.		
Public Relations and Communications	Leadership and Governance sets the agency public communication plan, which includes increasing the public understanding of the mission of public health and the role of public health services.	Policies to respond to citizen calls, e-mails, letters
	Customer service goals are established.	
	Appropriate intergovernmental relations exist to allow appropriate policies to be developed and the agency direction is realized.	
	Guidelines are written regarding outside/ media communications, and a media contact is established.	
	Public relations efforts include risk communication principles.	
	Guidelines are written regarding internal communication.	
	Procedures are in place for communication with decision-making bodies and elected officials.	Communication with: • Board of Health • State Legislature • Congress
Organization Planning and Development	A plan is developed that includes: • Division and program plans • Strategic plans • Community involvement	Vision and mission statements Organization charts Written program plans
	Agency policies and procedures are written and followed.	
	Quality improvement strategies are used.	
Risk Management	The agency has established written guidelines for effective management of risk and includes obtaining appropriate insurance coverage.	
Legal Authority and Responsibility	Appropriate documents exist that implement the laws and transfer authority and responsibility as needed for operations.	
	The governing body demonstrates knowledge and understanding of its role, authority and responsibility under the law.	

Service	Measure	Examples of Documentation
	The public health staff operates under its legal authority and responsibility.	Agency plan
	Policies regarding the regulatory authority are written and include documentation of the process.	
	Legal counsel is available.	
	Policies, local ordinances and administrative codes are accessible to the public.	

Human Resources support the public health workforce.

Service	Measure	Examples of Documentation
Personnel Policies	Written personnel rules are up-to-date and available to all staff.	
	Every position has a written job description and written classification description that is available to all staff.	
	The salary schedule is published for each classification.	
	The agency complies with personnel laws and regulations.	
Performance Management	A system is in place for employees that recognizes strengths, addresses deficiencies, and includes a development plan.	
Recruitment and Retention	A system is in place that ensures timely recruitment.	No position for which the agency is recruiting is left vacant for longer than 6 months.
Labor Relations	A system is in place that ensures retention of qualified staff.	

Information Systems support the public health mission.

Service	Measure	Examples of Documentation
Information Systems	Information technology and back-up systems are available, reliable, appropriate, secure, and supported.	
Resources	Information technology resources are available to provide timely data and information to staff when needed.	
Information Systems Policies	Information technology policies and procedures are written and monitored for compliance.	